

FAQ - eCorrespondence option begins soon for all L&I customers

Are L&I courtesy copies bogging you down? eCorrespondence for *claims* documents is on its way!

L&I will offer all of its customers the option to receive most ***claim-related*** L&I correspondence and legal orders electronically. A move we hope will reduce a major paperwork burden for providers and employers in Washington.

How will eCorrespondence work?

You will be given the option to choose either electronic or paper-mail delivery of your claims-related documents. Each day you have new correspondence, you will receive an email containing a link to your eCorrespondence inbox.

How will I be able to identify what's in my incoming mail?

Your eCorrespondence inbox will display information about each document, including the topic of the document, whether it's a courtesy copy, and if action is requested. You will be able to sort and filter your mail in a variety of ways.

How will L&I let me know when this service is available?

We will have announcements on our website, on the back of every claims-related envelope you receive, and on much of the correspondence you receive. At that time, you will sign up for eCorrespondence through Secure Access Washington by "adding a new service." Your service will begin the day after you sign up.

What can I do now to get ready for eCorrespondence?

- Talk with your administrative staff about how to take advantage of the time savings eCorrespondence should create for you.
- Decide who in your organization will be the main administrator for your eCorrespondence account. This person will be in charge of assigning access to your system.
- Start thinking about how your business processes might change since you will be able to save your correspondence locally and even transfer documents to your own correspondence system.

Are there any documents L&I still must send through the US Postal Service?

Yes. Any orders that communicate claim closure and correspondence that requires special handling before it can be mailed: This includes foreign language translated documents, Worker Verification Forms, Loss of Earning Power Forms, and Overpayment Orders.

What about customers who *like* getting paper correspondence?

They won't have to do a thing. They'll simply continue to receive their correspondence in paper form.

Will eCorrespondence save money?

Yes, we expect a savings of \$2 million in mailing costs by the end of fiscal year 2016

